

**RESOLVING CHAOS Project Manager – Connecting Conversations**

**£30,000 pa (pro rata for 2.5 days a week based in Hertfordshire)**

**Fixed term contract or secondment to 31 March 2021**

**Based in South Oxhey with travel to various locations throughout Hertfordshire**

Resolving Chaos is looking for an experienced project manager for a new and innovative project that will improve the lives of older people who are lonely and isolated in Hertfordshire. The Connecting Conversations project aims to empower older people to contribute their views, insight and skills to shape services and to influence the ways in which they work together to support lonely older people in Hertfordshire.

The project is funded through the Building Connections Fund (The National Lottery Community Fund) and the Department for Digital, Culture, Media and Sport (DCMS) and is a two-year project that will train and support up to 36 “Leaders by Experience” and 12 staff from community-based organisations using an approach called Conversational Leadership.

Through the support and training delivered in the project the leaders by experience will be enabled to collaborate on an equal footing with community-based organisations, statutory providers and commissioners to tackle loneliness in Hertfordshire.

**THE ROLE**

We are looking to recruit a project manager with experience of working co-productively with a range of stakeholders including members of the public. The applicant will be committed to enabling people with lived experience of loneliness to have a voice in the development of initiatives and services that tackle the complex issue of loneliness.

You will establish a Tackling Loneliness Co-production group that will facilitate genuine co-production and collaboration amongst stakeholders across Hertfordshire including older people, VCS and statutory providers of services in the statutory sector. The postholder will enable the group to develop and establish a programme of work that will drive and inform the development of approaches to tackling loneliness across Hertfordshire.

**APPLICATIONS**

If you are interested in joining the team please send your CV with a covering statement (maximum two sides of A4) demonstrating how you meet the criteria for the role to [info@resolving-chaos.org](mailto:info@resolving-chaos.org)

**The closing date is 12 noon 29<sup>th</sup> March 2019** If you would like to discuss the role or find out more about the project, then please contact [paul.kelly@resolving-chaos.org](mailto:paul.kelly@resolving-chaos.org)

<b>Role Title:</b>	Project Manager – Connecting Conversations
<b>Salary:</b>	£30,000 (pro rata for 2.5 days a week based in Hertfordshire)
<b>Timeframe:</b>	Fixed term contract or secondment to 31 March 2021
<b>Location:</b>	Based in South Oxhey with travel at various locations throughout Hertfordshire
<b>Responsible to:</b>	Connect Hertfordshire Project Co-ordinator

## Overview

This is a unique and exciting opportunity to work in an innovative way to improve the lives of older people who have lived experience of loneliness and isolation. This is a new and innovative initiative for Hertfordshire that will empower older people to contribute their views, insight and skills to shape services and to influence the ways in which they work together to support lonely older people in Hertfordshire.

Connecting Conversations is funded through the Building Connections Fund (The National Lottery Community Fund) and the Department for Digital, Culture, Media and Sport (DCMS) and is a two-year project that will train and support up to 36 leaders by experience (LBEs) and 12 staff from community-based organisations using an approach called Conversational Leadership. Through the support and training delivered in the project they will be enabled to collaborate on an equal footing with community-based organisations, statutory providers and commissioners to tackle loneliness in Hertfordshire.

## The Conversational Leadership approach

Conversational Leadership starts with the view that systems, teams, services and whole organisations are, at heart, groups of people in conversation and relationship.

Structures, flowcharts, plans and directives can be very useful tools, but in themselves they do not create collaboration or ensure change - that takes leadership which stems from relationships and attending to the human and 'real' conversations that need to take place.

To deliver positive change that really tackles loneliness in older adults then we need to find new ways that move beyond current and traditional approaches and in the voice of older people. The training will be delivered by a Conversational Leadership practitioner. The postholder will work with the practitioner to enable participants to be trained and the approach applied through the Tackling Loneliness Co-production group.

## The role

We are looking to recruit a project manager with experience of working co-productively with a range of stakeholders including members of the public. The applicant will be committed to enabling people with lived experience of loneliness to have a voice in the development of initiatives and services that tackle the complex issue of loneliness. The post holder will work closely with the Connect Hertfordshire Project Co-ordinator, the Conversational Leadership practitioner and representatives from the Hertfordshire Older Persons Network.

A key objective of the role will be to establish a Tackling Loneliness Co-production group that will facilitate genuine co-production and collaboration amongst stakeholders across Hertfordshire including older people, VCS and statutory providers of services in the statutory sector. The postholder will enable the group to develop and establish a programme of work that will drive and inform the development of approaches to tackling loneliness across Hertfordshire.

The individual will be well organized and skilled at stakeholder engagement and partnership working and will coordinate delivery on a day to day basis. The post holder will be expected to model the five Resolving Chaos key values and will be managed by the Connect Hertfordshire Project Co-ordinator and will oversee administrative support for the project based within Resolving Chaos.

### **Job Purpose**

- Project manage the implementation and delivery of the Connecting Conversations project
- Work collaboratively and support the Connecting Conversations Training Provider and Evaluations Lead
- Establish and manage the Tackling Loneliness Co-production group (TLC)
- Oversee and support the development and delivery of a programme of work for the TLC group ensuring the Leaders by Experience are able to contribute effectively

### **Key Duties**

- Coordinate the day to day implementation and delivery of the Connecting Conversations project
- Plan and run events for the TLC group including bi-annual get togethers and workshops / events as required to deliver agreed activities in the work programme
- Be the key point of contact for all stakeholders including leaders by experience, older peoples network reps, providers and others
- Produce reports for the Older People's Network, Connect Hertfordshire Steering Group and TNL Community Fund
- Ensure that progress against outcome targets is recorded, monitored and achieved
- Develop and manage the information systems to record and support the management and evaluation of the project
- Lead on communications about the project to promote activity and showcase success
- Liaise with providers and commissioners to identify options for the TLC work programme
- Develop, update and manage communication materials including leaflets, website, newsletters and social media

### **General Tasks & Responsibilities**

- Observe and comply with Resolving Chaos values (see below) key policies and procedures including those relating to Health & Safety, Safeguarding, Risk Assessment, Equal Opportunities, Diversity & Equality, Customer Care and Service user involvement and participation
- To undertake any assignments or projects in a planned and professional manner ensuring that any work undertaken is completed within stipulated timeframes and given budget with the desired outcomes

- To maintain an awareness of the risks to the project and Resolving Chaos as a result of the delivery of the contract taking necessary action to minimise risks
- To deputise, as required, for Line Manager, Connect Hertfordshire Project Co-ordinator
- To undertake any other duties that may be required to meet the demands of the service. These may be varied from time to time to meet the needs of the service
- To take full responsibility for the development and implementation of own Personal Development Plan, and own continued professional development in those areas relevant to own role

### **Resolving Chaos Values**

#### **Believing Change is Possible**

Challenging existing systems

Finding new ways to do things

Making things better through Test and Learn

#### **Working Together**

Effective communication to build trust

Co-production with people and communities

Collaborating to establish lasting relationships and partnerships

#### **Making a Difference**

Focusing on what works and building the evidence base

Evaluating impact and costs to make the business cases

Looking to identify the assets and opportunities as well as the issues

#### **Acting With Integrity**

Being open and transparent

Honest, ethical and genuine

Straightforward and open-minded

#### **Putting People at the Heart of What We Do**

Putting communities and people at the centre of the work

Understanding the diversity at the heart of community

Focusing on assets and opportunities

**Person Specification - tested through written application (A) and interview (I)**

**Essential (E) / Desirable (D)**

<b>Education / Qualifications:</b>			
1	Educated to degree level or equivalent – (A)		D
<b>Key knowledge, skills and experience:</b>			
2	Knowledge of the Community and Voluntary Sector (CVS) and Statutory sector as it relates to older people and loneliness – (A / I)	E	
3	Experience of co-production, working collaboratively with a range of stakeholders including members of the public to address common issues and develop solutions – (A / I)	E	
4	Project management experience, specifically developing and implementing a project plan within a tight financial and performance process whilst working under pressure and to tight deadlines – (A / I)	E	
5	Highly organised and able to coordinate a range of tasks simultaneously – (A / I)	E	
6	Able to support and promote effective relationships between VCS organisations, statutory providers and commissioners and older people – (A / I)	E	
7	Experience of data collection and including setting up and maintaining a data base – (A / I)	E	
8	Experiencing of reporting of evidence and information to meet outcome and performance requirements – (A / I)		D
9	Experience of planning and running events involving a range of stakeholders including older people – (A / I)	E	
10	Experience of using Microsoft office suite including Outlook, Word, PowerPoint and Excel spreadsheets – (A / I)	E	
11	Excellent communication skills with ability to communicate effectively verbally and in writing – (A / I)	E	
12	Ability to work on own initiative; outcome focused – emphasis on action, delivery, results and performance – (A / I)	E	
13	Knowledge of Hertfordshire and the VCS sector in the county – (A / I)		D